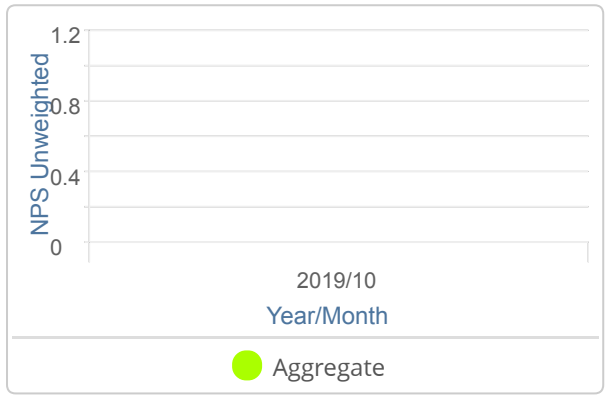
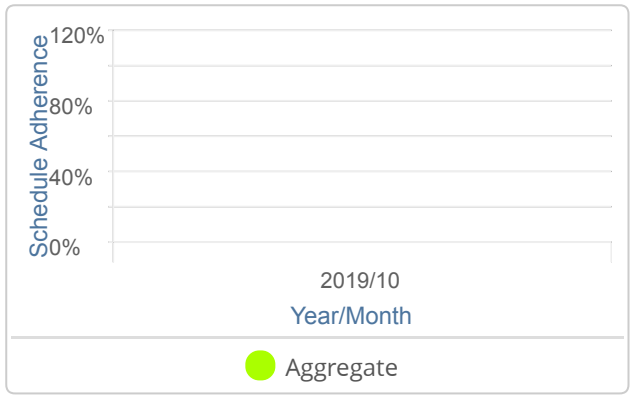
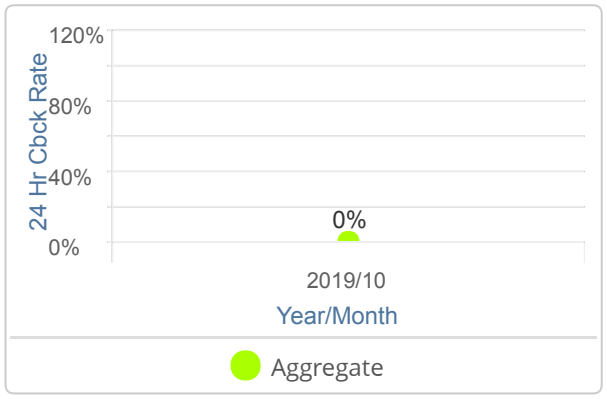
Servicing Agent Summary Dash (vAgent)

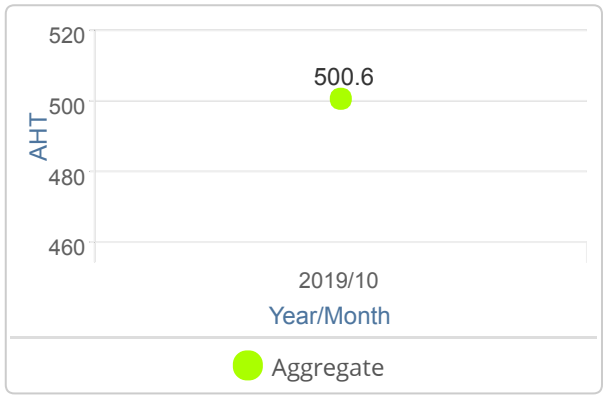
AgentOne

NPS Unweighted	AHT	Name	Month	Dep. Avg.	Wrap Per Call	Schedule Adherence
	501	Julie Ann …	MTD, Prev…	Select L…	9.6	









Dep Avg	Hndld Calls	AHT	Hold Per Call	Wrap Per Call	Aux Per Call	Schedule Adherence	NUM SURVEYS	NPS Unweighted	ASAT Ownership	ASAT Caring	ASAT Knowledge	Trfr Rt	1 Hr Cbck Rate	24 Hr Cbck Rt	7 Day Cbck Rt
Dep Avg	5	501	191.6	9.6	0.0		0					0%	0%	0%	0%

USER_FULL_NM	ENT_USER_ID	Year/Month	Week Start Date	Date	Hndld Calls	AHT	Hold Per Call	Wrap Per Call	Aux Per Call	Schedule Adherence	NUM SURVEYS	NPS Unweighted	ASAT Ownership	ASAT Caring	ASAT Knowledge	Trfr Rt	1 Hr Cbck Rate	24 Hr Cbck Rt	7
Julie Ann Del Rosario Pi…	KMO728	2019/10	10/27/2019	10/29/2019	5	501	191.6	9.6	0.0		0						0%	0%	0%
					Σ 5	{} 501	{} 191.6	{} 9.6	{} 0.0	{}	Σ 0	{}	{}	{}	{}	{}	0% {}	0% {}	0% {

Servicing Agent Summary Dash (vAgent)

Filters

Months Ago equal to: MTD, Prev. Month, 2 Months, 3 Months, 4 Months, 5 Months, 6 Months
USER_FULL_NM equal to: Julie Ann Del Rosario Piedad
Week Start Date equal to: 10/27/2019
Year/Month equal to: 2019/10